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**STATEMENT UNDER 37 CFR 3.73(b)**

Applicant/Patent Owner: Douglas K. Warner and Michael A. Myer

Application No./Patent No.: 6,985,893

Filed/Issue Date: January 10, 2006

Entitled: USAGE BASED STRENGTH BETWEEN RELATED HELP TOPICS AND CONTEXT BASED MAPPING THEREOF IN A HELP INFORMATION RETRIEVAL SYSTEM

RightNow Technologies, Inc.

, a corporation

(Name of Assignee)

(Type of Assignee, e.g., corporation, partnership, university, government agency, etc.)

states that it is:

1. ☒ the assignee of the entire right, title, and interest; or  
2. ☐ an assignee of less than the entire right, title and interest  
(The extent (by percentage) of its ownership interest is \_\_\_\_\_ %)

in the patent application/patent identified above by virtue of either:

A. ☒ An assignment from the inventor(s) of the patent application/patent identified above. The assignment was recorded in the United States Patent and Trademark Office at Reel 011272, Frame 0299, or for which a copy therefore is attached.

OR

B. ☐ A chain of title from the inventor(s), of the patent application/patent identified above, to the current assignee as follows:

1. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the United States Patent and Trademark Office at

Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

2. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the United States Patent and Trademark Office at

Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

3. From: \_\_\_\_\_ To: \_\_\_\_\_

The document was recorded in the United States Patent and Trademark Office at

Reel \_\_\_\_\_, Frame \_\_\_\_\_, or for which a copy thereof is attached.

☐ Additional documents in the chain of title are listed on a supplemental sheet.

☐ As required by 37 CFR 3.73(b)(1)(i), the documentary evidence of the chain of title from the original owner to the assignee was, or concurrently is being, submitted for recordation pursuant to 37 CFR 3.11.

[NOTE: A separate copy (i.e., a true copy of the original assignment document(s)) must be submitted to Assignment Division in accordance with 37 CFR Part 3, to record the assignment in the records of the USPTO. See MPEP 302.08]

The undersigned (whose title is supplied below) is authorized to act on behalf of the assignee.

  
Signature

1-29-09  
Date

Alan Rassaby

Printed or Typed Name

(406) 522-4200

Telephone Number

Vice President & Legal and Risk Management

Title



**UNITED STATES DEPARTMENT OF COMMERCE**  
**Patent and Trademark Office**  
ASSISTANT SECRETARY AND COMMISSIONER  
OF PATENTS AND TRADEMARKS  
Washington, D.C. 20231

JANUARY 30, 2001

PTAS

DORSEY & WHITNEY, L.L.P.  
LANCE VIETZKE  
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WASHINGTON, D.C. 20004



\*101531312A\*

**UNITED STATES PATENT AND TRADEMARK OFFICE**  
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THE ENCLOSED DOCUMENT HAS BEEN RECORDED BY THE ASSIGNMENT DIVISION OF THE U.S. PATENT AND TRADEMARK OFFICE. A COMPLETE MICROFILM COPY IS AVAILABLE AT THE ASSIGNMENT SEARCH ROOM ON THE REEL AND FRAME NUMBER REFERENCED BELOW.

PLEASE REVIEW ALL INFORMATION CONTAINED ON THIS NOTICE. THE INFORMATION CONTAINED ON THIS RECORDATION NOTICE REFLECTS THE DATA PRESENT IN THE PATENT AND TRADEMARK ASSIGNMENT SYSTEM. IF YOU SHOULD FIND ANY ERRORS OR HAVE QUESTIONS CONCERNING THIS NOTICE, YOU MAY CONTACT THE EMPLOYEE WHOSE NAME APPEARS ON THIS NOTICE AT 703-308-9723. PLEASE SEND REQUEST FOR CORRECTION TO: U.S. PATENT AND TRADEMARK OFFICE, ASSIGNMENT DIVISION, BOX ASSIGNMENTS, CG-4, 1213 JEFFERSON DAVIS HWY, SUITE 320, WASHINGTON, D.C. 20231.

RECORDATION DATE: 10/23/2000

REEL/FRAME: 011272/0299  
NUMBER OF PAGES: 4

BRIEF: ASSIGNMENT OF ASSIGNOR'S INTEREST (SEE DOCUMENT FOR DETAILS).

ASSIGNOR:  
WARNER, DOUGLAS K.

DOC DATE: 07/13/2000

ASSIGNOR:  
MYER, MICHAEL A.

DOC DATE: 07/14/2000

ASSIGNEE:  
RIGHTNOW TECHNOLOGIES, INC.  
77 DISCOVERY DR.  
P.O. BOX 9300  
BOZEMAN, MONTANA 59718-9300

SERIAL NUMBER: 09549667  
PATENT NUMBER:

FILING DATE: 04/14/2000  
ISSUE DATE:

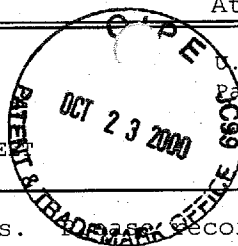
011272/0299 PAGE 2

JEEVON JONES, EXAMINER  
ASSIGNMENT DIVISION  
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RECORDATION FORM COVER SHEET  
PATENTS ONLYU.S. DEPARTMENT OF COMMERCE  
Patent and Trademark OfficeTo the Honorable Commissioner of Patents and Trademarks.  
original documents or copy thereof.

## 1. Name of conveying party(ies):

Douglas K. Warner  
Michael A. MyerAdditional name(s) of conveying  
party(ies) attached?\_\_\_ yes \_\_\_ X no

## 2. Name and address of receiving party(ies)

Name: RightNow Technologies, Inc.

Internal Address:

Street Address: 77 Discovery Dr.  
P.O. Box 9300

## 3. Nature of Conveyance:

\_\_\_ X Assignment \_\_\_ Merger  
\_\_\_ Security Agreement \_\_\_ Change of Name  
\_\_\_ Other:Execution Date: July 13, 2000  
& July 14, 2000City State Zip  
Bozeman Montana 59718-9300

Additional name(s) &amp; address(es) attached?

\_\_\_ yes \_\_\_ X no

## 4. Application number(s) or patent number(s):

If this document is being filed together with a new application, the execution date of  
the application is:

A. Patent Application No.(s)

09/549,667

B. Patent No(s).

Additional numbers attached? \_\_\_ Yes \_\_\_ X No5. Name and address of party to whom  
correspondence concerning document  
should be mailed:Dorsey & Whitney, L.L.P.  
1001 Pennsylvania Avenue, N.W.  
Washington, D.C. 200046. Total number of applications and patents involved: 17. Total Fee (37 CFR 3.41): \$ 40.00  
\_\_\_ X Enclosed. Please charge any underpayment in  
connection with this Assignment to Deposit Account No.  
04-1425

\_\_\_ Authorized to be charged to Deposit Account

## 8. Deposit Account No.

(Attach dupl. copy of this page if paying by Deposit  
Account)

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## 9. Statement and Signature.

To the best of my knowledge and belief, the foregoing information is true and correct and any attached copy  
is a true copy of the original document.  
Name Lance Vietzke Reg. No. 36,708October 23, 2000  
DateTOTAL NUMBER OF PAGES INCLUDING COVER SHEET, ATTACHMENTS, AND DOCUMENT: 4

11/23/2000 GTON11 00000146 09549667

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40.00 DP

**Assignment of Rights, Title and Interest in Invention**  
(Multiple inventors; single assignee)

Docket No.  
5483

*This is an Assignment of the following rights, title and interest: (check all that apply):*

- ☒ *United States of America rights, title and interest in the invention*  
☒ *Foreign rights, title and interest in the invention*  
☒ *United States Patent Application Serial No.* 09/549,667

*Date of Execution:* \_\_\_\_\_ *Date of Filing:* April 14, 2000

- ☐ *United States Provisional Patent Application Serial No.* \_\_\_\_\_  
☐ *United States Patent No(s).* \_\_\_\_\_  
☐ *International (PCT) Patent Application Serial No.* \_\_\_\_\_  
☐ *Other (specify)* \_\_\_\_\_

**Title of the Invention**

USAGE BASED STRENGTH BETWEEN RELATED HELP TOPICS AND CONTEXT BASED MAPPING THEREOF IN A HELP INFORMATION RETRIEVAL SYSTEM

**Inventors (assignors)**

<i>Name</i>	<i>Address</i>
Douglas K. Warner	9717 Cougar Drive, Bozeman, Montana 59718
Michael A. Myer	3011 Trail Creek Road, Bozeman, Montana 59715

**Assignee**

<i>Name</i>	<i>Address</i>
RightNow Technologies, Inc.	77 Discovery Dr., P.O. Box 9300, Bozeman, MT 59718-9300

**Assignment of Rights, Title and Interest in Invention  
(Multiple inventors; single assignee)**

Docket No.  
5483

*Whereas, we, the above-identified Inventors, have invented certain new and useful improvements in the Invention identified above and described in the above-identified patent application(s) and/or patent(s) (hereinafter referred to as "Invention");*

*And, whereas we desire to assign our above-identified rights, title and interest in the Invention to the above-identified Assignee;*

*Now, this indenture witnesseth, that for good and valuable consideration, the receipt whereof is hereby acknowledged;*

*We hereby assign, sell and transfer our above-identified rights, title and interest in said Invention, said application(s) as identified above, including any divisions, continuations, and continuations-in-part thereof, and in and to any and all Letters Patent of the United States, and countries foreign thereto, which may be granted or have granted for said Invention, and in and to any and all reissues and reexaminations thereof, and in and to any and all priority rights, Convention rights, and other benefits accruing or to accrue to us with respect to the filing of applications for patents or securing of patents in the United States and countries foreign thereto, unto said Assignee;*

*And we hereby authorize and request the Commissioner of Patents and Trademarks to issue any United States Letters Patent which may issue for said Invention to said Assignee, as assignee of the whole right, title and interest thereto;*

*And we further agree to sign and execute all necessary and lawful future documents, including applications for foreign patents, for filing divisions, continuations and continuations-in-part of said application for patent, and/or, for obtaining any reissue or reissues of any Letters Patent which may be granted for my aforesaid Invention, as the Assignee or its Designee(s) may from time to time require and prepare at its own expense.*

*Inventors' Signatures (if Notarization is desired, do not sign here and proceed to next page)*

<i>Name</i>	<i>Signature/Date</i>
Douglas K. Warner	
Michael A. Myer	

Assignment of Rights, Title and Interest in Invention  
(Multiple inventors; single assignee)

Docket No.  
5483

Notarization

(Although notarization is not necessary, it will be considered prima facie evidence of execution pursuant to 35 U.S.C. 261.)

Executed this 14 day of July, in the year 2000  
at Bozeman, MT  
\_\_\_\_\_  
(Signature of Inventor)

State of Montana

County of Gallatin

Before me personally appeared Douglas K. Warner  
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to  
execute the same this 14<sup>th</sup> day of July, in the year 2000

\_\_\_\_\_  
(Notary Public)

Executed this 13<sup>th</sup> day of July, in the year 2000  
at Bozeman, Montana  
\_\_\_\_\_  
(Signature of Inventor)

State of Montana

County of Gallatin

Before me personally appeared Michael A. Myer  
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to  
execute the same this 13<sup>th</sup> day of July, in the year 2000

\_\_\_\_\_  
(Notary Public)

Executed this day of, in the year  
at  
\_\_\_\_\_  
(Signature of Inventor)

State of

County of

Before me personally appeared  
who acknowledged the foregoing instrument to be a free act and deed and also represented that he or she is authorized to  
execute the same this day of, in the year

\_\_\_\_\_  
(Notary Public)